



Harris County
Public Health
Building a Healthy Community

**Ryan White Part A
Quality Management Program
Houston EMA
Client Satisfaction Report 17-18
Ryan White Grant Administration**

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Overview

The Ryan White Grant Administration (RWGA) has collected client satisfaction data since 2002. Client satisfaction is one method used by the Ryan White Program to assess the overall quality of Part A funded HIV care delivery in the Houston Eligible Metropolitan Area (EMA). Client satisfaction surveys are used in conjunction with annual chart review, quality site visits, a semi-annual needs assessment process, and intermittent special studies focus groups in order to capture a full picture of the overall quality of service delivery.

Data are collected using standardized client satisfaction surveys for each service category across all service providers. While the exact survey questions vary for each type of service, each survey has four similarly themed sections: service-specific satisfaction questions, questions assessing the client's satisfaction with the agency staff as a whole, questions assessing the ease of access of the service, and some final general satisfaction questions. This standardized approach allows an "apples to apples" comparison across agencies and service categories. Most survey questions are formatted on either a 4-point or 5-point Likert scale, though the scale and score labeling vary throughout the survey and within each section. One survey (Drug Reimbursement) contained three yes-no polar questions.

This report represents surveys collected from March 1st, 2017-February 28th 2018. Clients who received services during the data collection period were invited to complete an online survey through CPCDMS using their unique CPCDMS client code. Client incentives were offered, when available, in the form of a \$10 gift card. RWGA requested that each service category have a survey completion rate of 10% of the total client population.

Survey collection methodologies and attention to collection strategies have varied throughout the years, as evidenced through the fluctuating numbers of total completed surveys. It is recommended that client satisfaction collection methodology and incentive distribution be reviewed as part of ongoing quality management site visits and meetings in order to ensure that enough data is available for meaningful analysis. Very few to no surveys were collected in 2017-18 for Health Insurance Assistance, Vision, Nutrition, Substance Abuse Treatment, Transportation, or Legal Services.

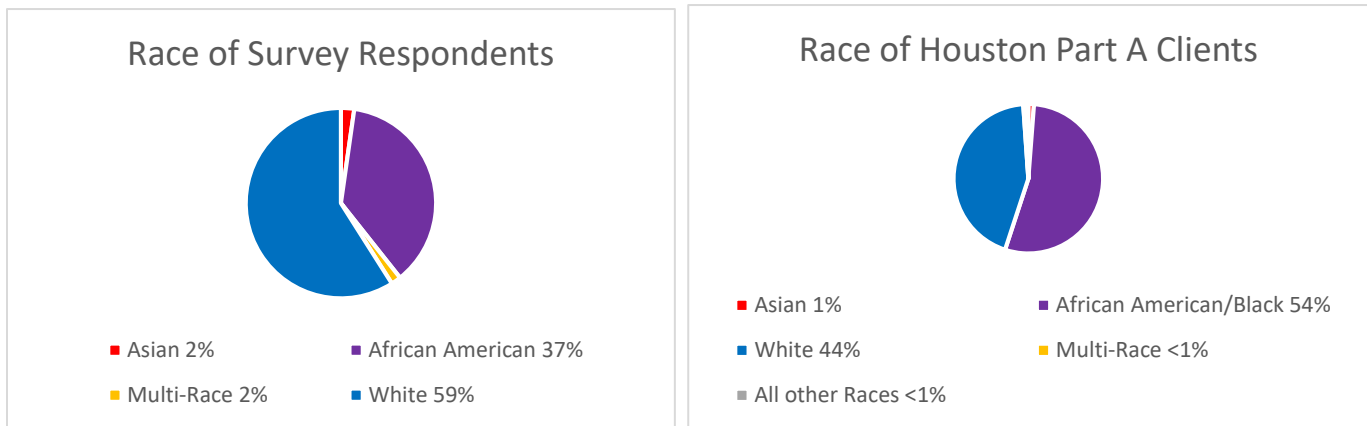
	2015-16	2016-17	2017-18	Service Utilization 2017-18
<i>Case Management</i>	71	282	86	7,062
<i>Primary Care</i>	25	256	92	4,518
<i>Drug Reimbursement</i>	21	182	88	3,707
<i>Health Insurance Assistance</i>	2	10	2	1,377
<i>Vision</i>	4	6	1	1,971
<i>Nutrition</i>		12		434
<i>Substance Abuse Treatment</i>		1		20
<i>Transportation</i>		5		2,591
<i>Legal</i>	1	2		N/A
TOTAL # OF SURVEYS	124	753	269	

Demographics

An analysis of respondents' racial and gender identity, along with ethnicity and age, was conducted to determine whether the demographics of survey takers was representative of the Houston EMA as a whole. In general, the demographics of the survey respondents was similar to that of the EMA client population, though White and Hispanic clients were overrepresented among those who completed surveys. All percentages are rounded up to the nearest whole. There were 178 unique, unduplicated clients who completed surveys in 2017-18.

Race

Most (59%) of survey respondents were White, followed by 37% African American/Black, 2% Asian, and 2% Multi-Race. In contrast, more than half of clients served by Ryan White Part A in the Houston area are African American/Black (54%). Therefore, it should be noted that White clients' opinions are overrepresented and Black clients are underrepresented in the client satisfaction results.



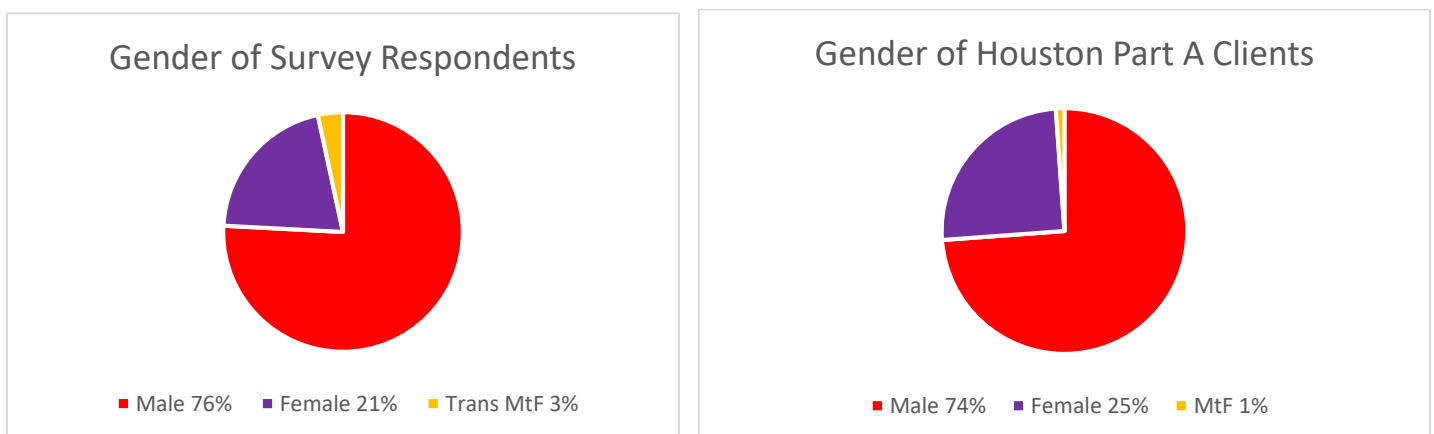
Ethnicity

Hispanic survey takers are overrepresented in the client satisfaction results. While 30% of the Houston EMA Part A Client population identifies as Hispanic, they account for 45% of the collected surveys.



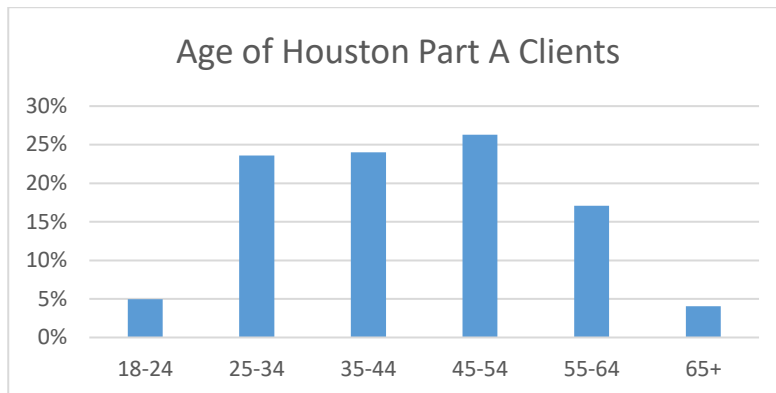
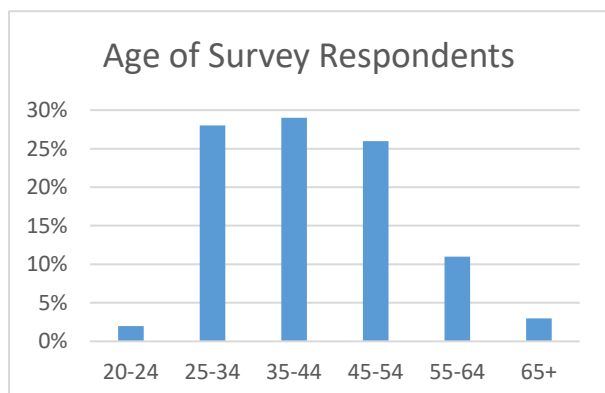
Gender

The gender makeup of survey respondents is comparable to that of the overall Houston EMA Part A population.



Age

The age of survey respondents is consistent with the general client population served in the Houston EMA, with the exception that there were no surveys completed by clients aged 18-24.



Overall Satisfaction

In general, overall satisfaction ratings were high for all service categories that had completed surveys. For the three major service categories surveyed (Case Management, Drug Reimbursement, and Primary Care), 99% were satisfied or very satisfied with the quality of the service they received. In addition, 90% would highly or very highly recommend the agency to others.

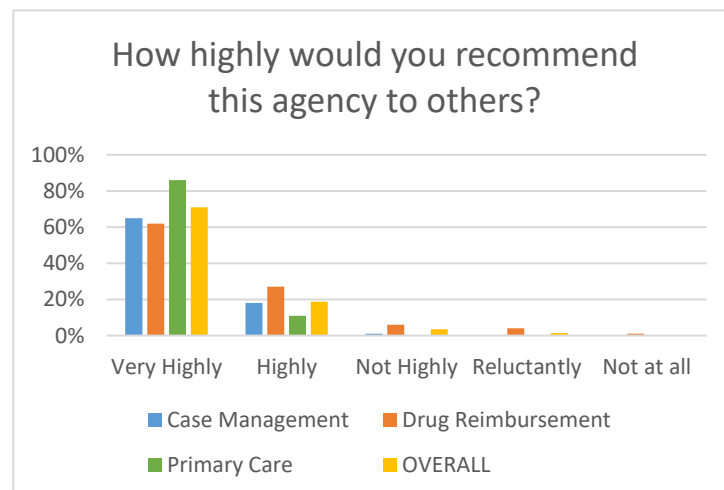
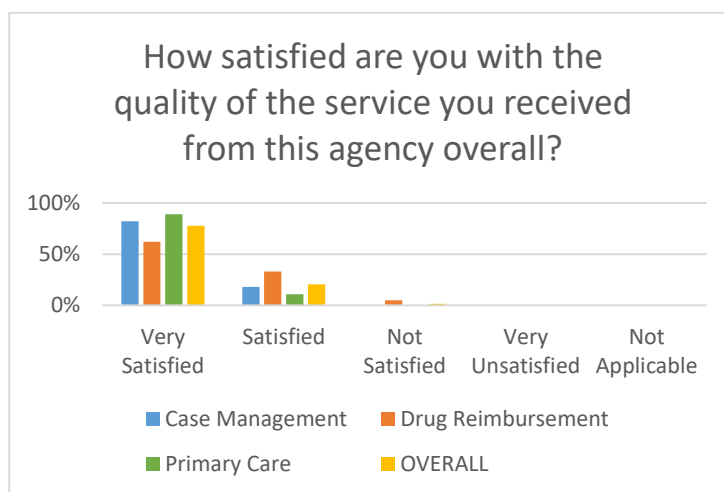
2% of respondents said they were Not Satisfied with the service they received and 5% said they would either Not Highly or Reluctantly recommend the service to others.

Analysis

Given the small number of completed surveys, analysis was performed on the three service categories with a substantial number of surveys: Case Management, Drug Reimbursement, and Primary Care. The Health Insurance Assistance and Vision surveys are presented with their accompanying tables without analysis.

It should be noted that the vast majority of surveys (240 out of 269) all come from the same agency. Therefore, client satisfaction results from 2017-2018 should not be regarded as system-wide satisfaction results. An effort should be made in future years to improve survey collection at all Part A funded sites.

Each service categories' results were analyzed for top and lowest performing areas. To determine the top performing areas, the three questions with the highest frequency of a score of 1 (Very Satisfied, Excellent, etc.), were identified. To determine the lowest performing areas, the three questions with the lowest frequency of a score of 1 *and* the three questions with



the highest frequency of the lowest available score (not including 6 N/A) were identified. For the purposes of this analysis, the language question (*"If English is not your primary language, how well does the staff communicate with you in your language"*) was not analyzed, as a large portion of respondents skipped or selected "N/A" for that question, skewing the responses.

A deeper analysis of Case Management, Drug Reimbursement, and Primary Care client satisfaction results are included in the following pages.

Case Management

Survey Overview

A total of 86 Case Management Client Satisfaction surveys were started, though the number of completed responses for each question ranged from 75-79. The responses spanned representation from five different agencies, though the majority of surveys (76%) were from one agency.

	Total	Agency 1	Agency 2	Agency 3	Agency 4	Agency 5
# of surveys	86	4	65	3	8	4

The Case Management Client Satisfaction survey included 15 questions, organized into four major sections: questions assessing the client's satisfaction with their case manager or case management services, questions assessing the competencies and quality of staff at the entire agency as a whole, questions regarding ease of access to services, and some final general satisfaction questions.

Top Performing Areas

Overall, most clients who completed the Case Management Client Satisfaction survey were satisfied or very satisfied with the services they received. For every question, the highest available rating of "Always," "Very satisfied," "Very much," "Very satisfied," "Excellent," etc. was the most frequently selected response. Overall, 74% of responses were for the highest rated score and about 90% were either for the highest rated or second highest rated score. Nearly 100% of responses for the final general satisfaction questions ("How highly would you recommend this agency to others?" and "How satisfied are you with the quality of service you receive from this agency overall?") were satisfied or very satisfied.

**90% overall
satisfaction
rating**

The top three questions with the highest levels of satisfaction were all questions related to case management services: "How often does your case manager treat you with dignity and respect?" (95% Always), "How much would you say that the case management you receive from this agency has helped you to improve the problems, feelings, or situations that brought you here?" (87% Very Much), and "How satisfied are you with your case manager's knowledge of community services and his/her ability to connect you with those services?" (86% Very Satisfied).

Lowest performing areas

Overall, responses for the lowest scoring ratings were rare. Less than 1% of survey responses were for the lowest available rating of "Never," "Very unsatisfied," "Poor," or "Not at all." In total, less than 2% of responses were in the bottom two available scorings of either very dissatisfied or satisfied.

***"... all of the lowest performing questions
seemed to be related to accessibility of services."***

That being said, the three questions with the highest level of frequency in the lowest available rating were: *How often are your meetings with your case manager at times and locations that are based on your preferences?* (4% Never), *How often does the staff try to find out if you have other problems or needs that are not being addressed?* (3% Never), and *"If*

you make appointments, how often are you able to get them scheduled for a reasonable date and during hours that are convenient for you?" (3% Never).

In addition, the questions that had the lowest frequency of responses at the highest end of the rating scale were: *"How much time usually passes between the time of your appointment, and the time you actually receive services?" (56% 10 minutes or less), "If you call, how would you rate the usefulness of the information you receive?" (60% Excellent), and "How would you rate the convenience of the office hours here?" (67%) and "How often are your meetings with your case manager at times and locations that are based on your preferences?" (67%).* Of note is that all of the lowest performing questions seemed to be related to accessibility of services.

Case Management Tables	1	2	3	4	5	6
CASE MANAGEMENT SERVICES						
1. How often does your case manager treat you with dignity and respect? (79)	75 95%	2 3%				2 2%
2. How often are your meetings with your case manager at times and locations that are based on your preferences? (79)	53 67%	8 10%	10 13%	2 3%	3 4%	3 4%
3. How satisfied are you with your case manager's knowledge of community services and his/her ability to connect you with those services? (78)	67 86%	11 14%				
4. How much would you say that the case management you receive from this agency has helped you to improve the problems, feelings, or situations that brought you here? (78)	68 87%	8 10%				2 3%
ALL AGENCY STAFF						
5. How would you rate the staff's understanding and respect of your cultural/ethnic background and/or your lifestyle? (78)	63 81%	13 17%	1 1%			1 1%
6. If English is not your primary language, how well does the staff communicate with you in your language? (75)	34 45%	5 7%		1 1%		35 47%
7. How often does the staff try to find out if you have other problems or needs that are not being addressed? (78)	55 71%	16 21%	4 5%	1 1%	2 3%	
8. How satisfied are you with the staff's efforts to make sure that all of your personal information stays confidential? (78)	64 82%	12 15%	1 1%	1 1%		
9. How often do you find the information provided to you by the staff to be correct and helpful? (78)	64 82%	13 17%	1 1%			
ACCESS						
10. If you call, how would you rate the usefulness of the information you receive? (78)	47 60%	19 24%	8 10%	2 3%	1 1%	1 1%
11. How much time usually passes between the time of your appointment, and the time you actually receive services? (77)	43 56%	28 36%	5 6%	1 1%		
12. How would you rate the convenience of the office hours here? (78)	52 67%	14 18%	8 10%	4 5%		
13. If you make appointments, how often are you able to get them scheduled for a reasonable date and during hours that are convenient for you? (78)	53 68%	12 15%	10 13%	1 1%	2 3%	
AGENCY OVERALL						
14. How highly would you recommend this agency to others? (78)	63 81%	14 18%	1 1%			
15. How satisfied are you with the quality of the service you receive from this agency overall? (78)	64 82%	14 18%				

Scale & Key

1= Always, Very Satisfied, Very much, Excellent, Very Highly, 10 minutes or less (Q. 11)

2= Most of the time, Satisfied, Some, Very Good, Highly, 15-30 minutes (Q. 11)

3= Sometimes, Not Satisfied, A Little, Good, Not Highly, 30-45 minutes (Q. 11)

4= Not very often, Very unsatisfied, Not at all, Fair, Reluctantly, 45 min-1hr (Q. 11)

5= Never, Poor, Not at all, Over 1hr (Q. 11)

6= Not Applicable or skipped question

Green= indicates a result that falls in the top 3 performing questions

Red= indicates a result that in the bottom 3 performing questions

□ = No responses for this score

■ = Score not available for this question's scale

Drug Reimbursement Program

Survey Overview

A total of 88 Drug Reimbursement Client Satisfaction surveys were started, though the number of completed responses for each question ranged from 78-82. The responses spanned representation from only two different agencies, though all but one of the surveys were from one agency.

	Total	Agency 1	Agency 2
# of surveys	88	87	1

The Drug Reimbursement Program Client Satisfaction survey included 15 questions, organized into four major sections: questions assessing the client's interactions and satisfaction with the pharmacy staff, questions assessing the competencies and quality of staff at the entire agency as a whole, questions regarding ease of access to services, and some final general satisfaction questions.

It should be noted that three of the 15 Drug Reimbursement survey question were yes-no polar questions, which may skew overall satisfaction results. All three of the polar questions were related to interactions with pharmacy staff (*Does a pharmacy staff person explain o you any side effects that may be associated with your medications? Does a pharmacy staff person discuss drug interactions with you? Does a pharmacy staff person talk to you about foods you should or should not eat with your medications?*).

Top Performing Areas

Overall, most clients who completed the Drug Reimbursement Program Satisfaction survey were satisfied or very satisfied with the services they received. For every question, the highest available rating of "Yes" "Always," "Very satisfied," "Very much," "Very satisfied," "Excellent," etc. was the most frequently selected response.

Overall, 60% of responses were for the highest rating and about 79% were within the top two highest ratings. It is of interest to note, however, that when the three yes-no polar questions are removed from analysis, only 55% of responses were very satisfied and 78% were either satisfied or very satisfied.

**79% overall
satisfaction
rating**

When asked for their overall impressions of the agency, 62% said they would "very highly" recommend the agency to others and that they were "very satisfied" with the quality of the service. An additional 30% indicated that they would highly recommend the agency and that they were satisfied with the quality of service.

The top three questions with the highest ratings were: "*Does a pharmacy staff person explain to you any side effects that may be associated with your medications?*" (95% Yes), "*Does a pharmacy staff person discuss drug interactions with you?*" (77% Very Much), and "*How satisfied are you with the staff's efforts to make sure that all of your personal information stays confidential?*" (77% Very Satisfied)

Lowest Performing Areas

Overall, responses for the lowest scoring ratings were not common, but they did occur more frequently than for surveys in other types of service categories. About 6% of total survey responses were for the lowest available rating of "No,"

“Very unsatisfied,” “Poor,” or “Not at all.” In total, less than 2% of responses were in the bottom two available scorings of either very dissatisfied or satisfied.

The three questions with the highest level of frequency in the lowest available rating were, “How often does the staff try to find out if you have other problems or needs that are not being addressed?” (9% Never), “Does a pharmacy staff person talk to you about foods you should or should not eat with your medications?” (8% No), and “If you make appointments, how often are you able to get them scheduled for a reasonable date and during hours that are convenient for you?” (5% Never).

In addition, the questions that had the lowest frequency of responses at the highest end of the rating scale were: “If you call how long does it usually take to get information you need over the phone?” (41% 5 minutes or less), “How often does the staff try to find out if you have other problems or needs that are not being addressed?” (42% Always), and “How would you rate the convenience of the office hours here?” (67%) and “If you make appointments, how often are you able to get them scheduled for a reasonable date and during hours that are convenient for you?” (43%).

“[Drug Reimbursement] had the highest level of dissatisfaction for the general satisfaction questions of any of the service category surveys.”



It is also worth highlighting that 8% of survey completers had negative responses to the final two questions, which was the highest level of dissatisfaction for the general satisfaction question of any of the service category surveys. 11% said they would either “Not Highly,” “Reluctantly,” or “Not At All” recommend this agency and 5% said they were “Not Satisfied” with the quality of service they received.

Drug Reimbursement Tables	1	2	3	4	5	6
PRESCRIPTION DRUG SERVICES						
1. How often does pharmacy staff treat you with dignity and respect? (82)	59 72%	12 15%	7 9%	4 5%		
2. Does a pharmacy staff person explain to you any side effects that may be associated with your medications? (83)	79 95%	1 1%				3 4%
3. Does a pharmacy staff person discuss drug interactions with you? (83)	63 77%	5 6%				14 17%
4. Does a pharmacy staff person talk to you about foods you should or should not eat with your medications? (83)	53 64%	7 8%				23 28%
5. How satisfied are you with the pharmacy staff's ability to answer your questions completely? (82)	54 66%	22 27%	2 2%	2 2%		2 2%
ALL AGENCY STAFF						
6. How would you rate the staff's understanding and respect of your cultural/ethnic background and/or your lifestyle? (80)	43 54%	19 24%	7 9%	4 5%	3 4%	4 5%
7. If English is not your primary language, how well does the staff communicate with you in your language? (79)	28 35%	14 18%	2 3%	4 5%	5 6%	26 33%
8. How often does the staff try to find out if you have other problems or needs that are not being addressed? (80)	34 42%	15 19%	16 20%	5 6%	7 9%	3 4%
9. How satisfied are you with the staff's efforts to make sure that all of your personal information stays confidential? (79)	61 77%	13 16%	2 3%	2 3%		1 1%
10. How often do you find the information provided to you by the staff to be correct and helpful? (80)	54 68%	18 22%	6 8%	2 2%		
ACCESS						
11. If you call how long does it usually take to get information you need over the phone? (80)	33 41%	19 24%	8 10%	12 15%		8 10%
12. How much time passed between the time of your intake, and the time your prescription was filled? (78)	36 46%	13 17%	3 4%	24 31%		2 3%
13. If you make appointments, how often are you able to get them scheduled for a reasonable date and during hours that are convenient for you? (81)	35 43%	19 23%	12 15%	5 6%	4 5%	6 7%
AGENCY OVERALL						
14. How highly would you recommend this agency to others?(79)	49 62%	21 27%	5 6%	3 4%	1 1%	
15. How satisfied are you with the quality of the service you receive from this agency overall? (78)	48 62%	26 33%	4 5%			

Scale & Key

1= Always, Yes, Very satisfied, Excellent, 5m. or less, Same day, Very highly
 2= Most of the time, No, Satisfied, Very good, About 10m., 1 day, Highly
 3= Sometimes, Not satisfied, Good, About 15m., 2 days, Not Highly
 4= Not very often, Very Unsatisfied, Fair, Over 15m., 3 or more days, Reluctantly
 5= Never, Poor, Not at all, Very unsatisfied
 6= Not Applicable or skipped question

Green= indicates a result that falls in the top 3 performing questions

Red= indicates a result that in the bottom 3 performing questions

= No responses for this score

= Score not available for this question's scale

Primary Care

Survey Overview

A total of 92 Primary Care Client Satisfaction surveys were started, though the number of completed responses for each question ranged from 81-84. The responses spanned representation from four different agencies, though the majority of surveys (93%) were from one agency.

	Total	Agency 1	Agency 2	Agency 3	Agency 4
# of surveys	92	1	86	4	1

The Primary Care Client Satisfaction survey included 18 questions, organized into four major sections: questions assessing the client’s satisfaction with their primary care provider, questions assessing the competencies and quality of staff at the entire agency as a whole, questions regarding ease of access to services, and some final general satisfaction questions.

Top Performing Areas

Overall, most clients who completed the Primary Client Satisfaction survey were satisfied or very satisfied with the services they received. For every question, the highest available rating of “Always,” “Very satisfied,” “Very much,” “Very satisfied,” “Excellent,” etc. was the most frequently selected response. Overall, 81% of responses were for the highest score and about 93% were for the top two highest scores, which was the highest overall satisfaction rate of all service categories. 100% of responses for the final general satisfaction questions (“How highly would you recommend this agency to others?” and “How satisfied are you with the quality of service you receive from this agency overall?”) were satisfied or very satisfied. In addition, 100% of survey takers selected the highest score when asked, “How much would you say that the primary care you receive from this agency has helped improve your health status?”

93% overall
satisfaction
rating

The top three questions with the highest levels of satisfaction were all questions related to primary care services: “How much would you say that the primary care you receive from this agency has helped you to improve your health?” (100% Very Much), “How often does the doctor/clinician treat you with dignity and respect?” (99% Always), and “How often does the doctor/clinician answer your questions?” (96% Always). All three of the top performing questions were related to the doctor-patient relationship.

100% of those surveyed said the primary care they received has helped them to improve their health status

Lowest performing areas

Overall, responses for the lowest scoring ratings were very rare. Less than 0.5% of survey responses were for the lowest available rating of “Never,” “Very unsatisfied,” “Poor,” or “Not at all.” In total, less than 1% of responses were in the bottom two available scorings of either very dissatisfied or satisfied.

For one question, 4% of survey takers responded with the lowest rating scale (“How often does the doctor/clinician talk to you about the nutrition and foods you eat?”). There were only the four additional questions throughout the entire

survey that had any responses in the lowest score, all with only 1 respondent each.

In addition, the questions that had the lowest frequency of responses at the highest end of the rating scale were: *“How much time usually passes between the time of your appointment and the time you actually receive services?”* (46% 10 minutes or less), *“How often does the doctor/clinician or staff talk to you about nutrition and foods you eat?”* (48% Always), and *“If you make appointments, how often are you able to get them scheduled for a reasonable date and during hours that are convenient for you?”* (69% Always).

Primary Care Tables	1	2	3	4	5	6
PRIMARY CARE TREATMENT						
1. How often does the doctor/clinician treat you with dignity and respect? (84)	83 99%		1 1%			
2. How satisfied are you with how well the doctor/clinician explains your medications to you? For example: Discusses possible side effects, correct dosage, purpose of meds, etc.? (82)	76 93%	6 7%				
3. How often does the doctor/clinician seem to understand your disease? (81)	76 94%	5 6%				
4. How often do you feel comfortable asking your doctor/clinician questions? (81)	77 95%	1 1%	1 1%	1 1%	1 1%	
5. How often does the doctor/clinician answer your questions? (81)	78 96%	3 4%				
6. How often are you given the opportunity to participate in decisions about your treatment? For e example, telling the doctor which meds work best for you, asking about new treatments, etc. (81)	66 81%	10 12%	2 2%	1 1%		2 2%
7. How often does the doctor/clinician or staff talk to you about nutrition and foods you eat? (81)	39 48%	15 19%	15 19%	7 9%	3 4%	2 2%
8. How much would you say that the primary care you receive from this agency has helped you to improve your health status? (81)	81 100%					
ALL AGENCY STAFF						
9. How would you rate the staff's understanding and respect of your cultural/ethnic background and/or your lifestyle? (81)	69 85%	8 10%	3 4%		1 1%	
10. If English is not your primary language, how well does the staff communicate with you in your language? (80)	48 60%	7 9%	1 1%			24 30%
11. How often does the staff try to find out if you have other problems or needs that are not being addressed? (81)	62 77%	14 17%	3 4%	1 1%	1 1%	
12. How satisfied are you with the staff's efforts to make sure that all of your personal information stays confidential? (81)	67 83%	12 15%	1 1%			1 1%
13. How often do you find the information provided to you by the staff to be correct and helpful? (81)	70 86%	8 10%	3 4%			
ACCESS						
14. How much time usually passes between the time of your appointment and the time you actually receive services? (81)	37 46%	39 48%	5 6%			
15. How would you rate the convenience of the office hours here? (81)	59 73%	13 16%	8 10%	1 1%		
16. If you make appointments, how often are you able to get them scheduled for a reasonable date and during hours that are convenient for you? (81)	56 69%	19 23%	5 6%		1 1%	

[Continued on next page]

AGENCY OVERALL						
17. How highly would you recommend this agency to others? (81)	70 86%	11 14%				
18. How satisfied are you with the quality of the service you receive from this agency overall? (81)	72 89%	9 11%				
19. How much would you say that the primary care you receive from this agency has helped improve your health status?	100%					

Scale & Key

1= Always, Yes, Very satisfied, Excellent , Very highly, 10m. or less (Q. 14)

2= Most of the time, No, Satisfied, Very good, Highly, 15-30m (Q. 14)

3= Sometimes, Not satisfied, Not Highly, Good, 30-45m. (Q. 14)


4= Not very often, Very Unsatisfied, Fair, Reluctantly, 45m.-1h (Q. 14)


5= Never, Poor, Not at all., Very unsatisfied, Over 1 h (Q. 14)

6= Not Applicable or skipped question

Green= indicates a result that falls in the top 3 performing questions

Red= indicates a result that in the bottom 3 performing questions

 = No responses for this score

 = Score not available for this question's scale

Health Insurance Assistance Program

Survey Overview

There were only 2 Health Insurance Assistance Program Client Satisfaction surveys completed during this grant year, both from the same agency. Due to the small sample size, analysis was not performed and the survey results are included on the following page.

	Total	Agency 1
<i># of surveys</i>	2	2

Health Insurance Assistance	1	2	3	4	5	6
HEALTH INSURANCE ASSISTANCE SERVICES						
1. How satisfied are you with how quickly you receive your co-pays and/or how quickly your deductibles are paid after your request?	1 50%	1 50%				
2. How much would you say that the health insurance assistance service you receive from this agency has helped you to maintain your health insurance coverage?	1 50%	1 50%				
ALL AGENCY STAFF						
3. How often does the staff treat you with dignity and respect?	2 100%					
4. How would you rate the courtesy and helpfulness of the staff as a whole?	1 50%		1 50%			
5. How would you rate the staff's understanding and respect of your cultural/ethnic background and/or your lifestyle?	1 50%		1 50%			
6. If English is not your primary language, how well does the staff communicate with you in your language?	1 50%					1 50%
7. How often does the staff try to find out if you have other problems or needs that are not being addressed?	1 50%			1 50%		
8. How satisfied are you with the staff's efforts to make sure that all of your personal information stays confidential?	1 50%			1 50%		
9. How often do you find the information provided to you by the staff to be correct and helpful?	1 50%			1 50%		
10. How satisfied are you with this agency's staff overall?	1 50%			1 50%		
ACCESS						
11. If you call, how long does it usually take to get information you need over the phone?	1 50%		1 50%			
12. If you call, how would you rate the usefulness of the information you receive?	1 50%	1 50%				
13. How would you rate the convenience of the office hours?	1 50%			1 50%		
14. How would you rate the convenience of the location of this agency?	1 50%		1 50%			
AGENCY OVERALL						
15. How highly would you recommend this agency to others?	1 50%		1 50%			
16. How satisfied are you with the quality of the service you receive from this agency overall?	1 50%	1 50%				

Scale & Key

1= Always, Yes, Very satisfied, Excellent, Very highly, 5m. or less (Q. 11)

2= Most of the time, No, Satisfied, Very good, Highly, 10m. (Q. 11)

3= Sometimes, Not satisfied, Not Highly, Good, 15m. (Q. 11)


4= Not very often, Very Unsatisfied, Fair, Reluctantly, Over 15 m. (Q. 11)


5= Never, Poor, Not at all., Very unsatisfied, Over 1 h (Q. 11)

6= Not Applicable or skipped question

Green= indicates a result that falls in the top 3 performing questions

Red= indicates a result that in the bottom 3 performing questions

 = No responses for this score

 = Score not available for this question's scale

Vision

Survey Overview

There was only 1 Vision Client Satisfaction surveys completed during this grant year. Since analysis could not be performed, the single survey is included below.

Vision	1	2	3	4	5	6
VISION CARE						
1. How often does the optometrist/clinician treat you with dignity and respect?	1 100%					
2. If you were prescribed glasses, how satisfied are you with how well the optometrist/clinician explained your vision limitations to you?		1 100%				
3. If you have been diagnosed with any kind of ocular (eye) condition as a result of your HIV infection, how satisfied are you with the explanation/education you received about it?		1 100%				
4. How often do you feel comfortable asking your optometrist/clinician questions?	1 100%					
5. How often does the optometrist/clinician refer you to another specialist if you need one?				1 100%		
6. How satisfied are you with how well the optometrist/clinician answers your questions?		1 100%				
ALL AGENCY STAFF						
7. How would you rate the staff's understanding and respect of your cultural/ethnic background and/or your lifestyle?		1 100%				
8. If English is not your primary language, how well does the staff communicate with you in your language? (80)						1 100%
9. How often does the staff try to find out if you have other problems or needs that are not being addressed?		1 100%				
10. How satisfied are you with the staff's efforts to make sure that all of your personal information stays confidential?		1 100%				
11. How often do you find the information provided to you by the staff to be correct and helpful?		1 100%				
ACCESS						
12. How much time usually passes between the time of your appointment and the time you actually receive services?		1 100%				
13. How would you rate the convenience of the office hours here?			1 100%			
14. If you make appointments, how often are you able to get them scheduled for a reasonable date and during hours that are convenient for you? (81)		1 100%				
AGENCY OVERALL						
15. How highly would you recommend this agency to others?		1 100%				
16. How satisfied are you with the quality of the service you receive from this agency overall?	1 100%					

Scale & Key

1= Always, Yes, Very satisfied, Excellent , Very highly, 10m. or less (Q. 12)

2= Most of the time, No, Satisfied, Very good, Highly, 15-30m (Q. 12)

3= Sometimes, Not satisfied, Not Highly, Good, 30-45m. (Q. 12)


4= Not very often, Very Unsatisfied, Fair, Reluctantly, 45m.-1h (Q. 12)


5= Never, Poor, Not at all., Very unsatisfied, Over 1 h (Q. 12)

6= Not Applicable or skipped question

Green= indicates a result that falls in the top 3 performing questions

Red= indicates a result that in the bottom 3 performing questions

 = No responses for this score

 = Score not available for this question's scale